

## TERMS AND CONDITIONS APPLICABLE ON ONLINE SALE

Thank you for visiting and shopping at tournamentcenter BV. Following are the terms and conditions that are applicable on our e-commerce.

### Contact

Address:  
FAO tournamentcenter BV  
DBF Forwarding and Warehousing BV  
De Bruwaan 19  
9700 Oudenaarde  
Belgium

Telephone: +32 53 59 01 02

e-mail: [customersupport@tournamentcenter.gg](mailto:customersupport@tournamentcenter.gg)

VAT-number: BE 0550 767 384

### General

#### Accepting and agreeing

By completing a purchase from our website you are expected to accept the following terms and conditions. This means that you agree to abide by these terms in their entirety, and that you have read the information about personal data and agree to the use of personal information and cookies according to our privacy policy.

#### General terms and conditions

These terms and conditions are an addition to our regular terms and conditions that you can find on <https://tournamentcenter.gg/wp-content/uploads/2020/06/Tournamentcenter-Terms-Of-Use-EN.pdf> . .

If both deviate from each other, these conditions have priority.

#### Legally competent

You must be at least 18 to place orders on the website. Minors need expressed authorization of their parents or legal guardian. According to European law, we don't approve credit purchase to people aged under 18. We reserve the right to deny or make changes in your order if you, for example: exhibit incorrect personal data or/and have payment remarks.

We are not responsible for image or typing errors on our website. This includes faults in product description or technical specification, incorrect prices or adjustments of the prices or incorrect information of stock availability. We will correct such errors and may change or update information at any time. We promise to inform you if any incorrect price has been set on an item that you ordered and will wait with your approval of the new price before proceeding with your order.

#### Images

All image information on the website should be exclusively regarded as illustrations. These illustrations cannot be guaranteed to reproduce the number of items you receive, or the product's exact appearance, features or origin. Information on the website that comes from a third party is not our responsibility.

### Products

#### Specification of the goods

The goods are sold exclusively on our website. We have chosen to be an online-only company. This means, for our customers, that we are open 24 hours a day.

The description below corresponds to the following item:  
Yu-Gi-Oh! TRADING CARD GAME Masterpiece Series:  
Platinum Blue-Eyes White Dragon

This product is designed and developed by Konami Japan and it is made in Japan. It is made of Pure Silver (Silver purity 999/1000) and weighs about 22 grams.

## Damages

We are not liable for any products damaged or lost during shipping. If you received your order damaged, please contact the shipment carrier to file a claim. Please save all packaging materials and damaged goods before filing a claim.

## Order changes

Unfortunately, our system cannot make any exchanges, only returns and refunds.

## Payment

### Prices

The prices of the goods include VAT. The prices of the goods do not include shipment or insurance costs. The price will be calculated and displayed at checkout.

### Taxes

Albania 20,00%, Algeria 19,00%, Australia 10,00%, Austria 20,00%, Bahrain 5,00%, Belgium 21,00%, Bosnia and Herzegovina 17,00%, Bulgaria 20,00%, Croatia 25,00%, Cyprus 19,00%, Czech Republic 21,00%, Denmark 25,00%, Estonia 20,00%, Finland 24,00%, France 20,00%, French Guiana 20,00%, Germany 19,00%, Greece 24,00%, Hungary 27,00%, Iceland 24,00%, Iraq 0,00%, Ireland 23,00%, Israel 17,00%, Italy 22,00%, Kuwait 5,00%, Latvia 21,00%, Lebanon 11,00%, Lithuania 21,00%, Luxembourg 17,00%, Malta 18,00%, Mauritius 15,00%, Netherlands 21,00%, New Zealand 13,00%, Norway 25,00%, Poland 23,00%, Portugal 23,00%, Qatar 0,00%, Romania 19,00%, Saudi Arabia 15,00%, Serbia 20,00%, Slovakia 20,00%, Slovenia 22,00%, South Africa 15,00%, Spain 21,00%, Sweden 25,00%, Switzerland 7,70%, Turkey 18,00%, United Arab Emirates 5,00%, United Kingdom 20,00%

For international orders, customs duties and handling fees may be incurred and we recommend international customers be prepared for that possibility. We have no control over these fees and do not know how much the costs will be. If you have further questions, please contact your local customers office for more information.

## Payment methods

You can choose from different payment methods: Maestro, Bancontact, and major Credit Cards: MasterCard, Visa American Express, Discover, Diners, etc. If you pay with Bankcontact/Maestro or Credit Card, you will be redirected to the payment environment of your bank during the payment process.

## Payment problems

In case of any payment problems we ask you to contact us and provide us with as much information as possible. We try to help you with the best possible assistance.

## Shipping

### Shipping charges

The shipping charges will depend on the destination and the order's dimensions, weight and destination.

For that reason it is almost impossible to give an indication of the shipping cost.

The transport costs contain an external transport insurance coverage that costs 5 € per shipment.

The exact shipping charges for your order will be calculated and displayed before checkout.

If you would like more information about the shipping cost for your specific order, you can always contact us.

### Shipping method

Your goods will be transferred by carrier (DPD or UPS). All the shipments will require a signature for delivery.

### Shipment processing time

All orders are processed within 3-7 business days (unless stated otherwise in product description). Orders are not shipped or delivered on weekends or holidays.

Regular shipment and processing times do not apply to the pre-sell period where orders are placed before the official release date of the item. Pre-orders are just a way to secure the

item but are not available to ship at the time of purchase. In these cases, the shipping time starts from the moment the official sale is opened. Therefore the shipping time will be longer. If you would like more information, you can always contact us.

If we are experiencing a high volume of orders, shipments may be delayed by a few days. Please allow additional days in transit for delivery. If there will be a significant delay in shipment of your order, we will contact you via email or telephone.

#### Shipment confirmation & Order tracking

You will receive a shipment confirmation email within 24 hours of placing your order. If you haven't received your order confirmation within this timeframe, we recommend checking your junk mail folder, as the confirmation may have been sent there in error. If you don't receive an order confirmation within 24 hours, and it didn't end up among your junk mail folder, please contact us, we are happy to help.

You will also receive a tracking number. This tracking number will be active within 24 hours.

## Return and exchange policy

#### The right to withdrawal

You have the right to withdraw from the contract within 14 days without giving any reason.

#### Return period

The period within you can return your goods expires 14 days after the day on which you physically receive the last good. You must return or hand over the goods to us without delay, but in any case no later than 14 days after the day on which you have notified us of your decision to withdraw from the contract. The deadline is met if you send back the goods before the period of 14 days has expired.

#### Procedure

To exercise the right of withdrawal, you must inform us of your decision by means of an unambiguous statement sent to us by post or e-mail. You can use the form [HERE](#) but you are not obliged to do so.

You will receive a shipping label by email you can use to send back all items. To meet the period of withdrawal, it is sufficient to send your communication regarding your notice of the right to return before the withdrawal period has expired.

#### Refund

If you cancel the agreement, you will receive all payments you have made, including delivery costs (excluded any additional costs resulting from your choice of a delivery method other than our standard delivery) without any delay and in any case no longer than 14 days after we have been informed of your agreement to withdraw. We will pay you back with the same payment method with which you made the original transaction, unless you have agreed upon otherwise. In any case, you will not be charged for such reimbursement. We may withhold reimbursement until we have received the goods back or until you have demonstrated that you have returned the goods, whichever is the earliest.

#### Refunding costs

You will have to pay the direct costs of returning the goods.

#### Liability

You are only liable for any diminished value of the goods resulting from the use of the goods, which goes beyond what is necessary to determine the nature, characteristics and functions of the goods.

Please note the following exceptions to our return and exchange policy: - Returned items must be returned in original packaging; - Returned items must have no visible signs of wear of use.

## Order claims

#### Defects

We strive for all products to be of the highest quality. If an item in your order appears to be defective, we request that you file a complaint as soon as the defect has been noticed. The defect must be notified within a reasonable time. The defect must be an original production defect.

If you wish to create a complaint, please send a picture and add a description of the discovered defect by email or post. Each order claim is processed and assessed manually, so it may take 14-30 business days to get a reaction.

### **Legal Warranty**

The goods are high-end collectible items that are not meant to be used in any way. The goods have only an aesthetic value without any functionality. That is why there is no suitable use or purpose – other than collecting – for the goods.

Given the specific nature of the goods the legal warranty of 2 years is only applicable for goods that don't meet the description. Since our supplier is obligated to check the quality of the goods before shipment, the goods can only be damaged during shipment. We request you to report to us immediately any defects on the good. We think this will be no problem as external defects can be detected immediately. You can contact us by sending an email with photos of the goods.

If we didn't get any complaints within a period of 14 days after delivery, we can no longer be held liable for any external defects, as it can no longer be established that the defects were already present at the time of delivery.

If you have any questions, you can always contact us.

## **Complaints**

### Complaints service

If there is a complaint, we invite you to contact us. We will try to help you as best as we can to solve your problem.

### Dispute settlement

In the event of a dispute with consumers residing in the European Union, an attempt to settle will first be made through the alternative dispute settlement of the European union as included in the ODR-Regulation. All information

can be found at: <http://ec.europa.eu/consumers/odr/>. Consumers can always direct their complaints to this platform.

### Jurisdiction

In case of an ongoing dispute, the courts of Ghent have exclusive jurisdiction.

## **Personal information**

We treat your personal data according to GDPR. This means that personal information is protected under the conditions relation to the processing of those data. Your personal information that you as a customer provide when you are purchasing will be saved in our customer register and will not be handed out to a third party.

You will find more information about our [PRIVACY POLICY](#), please visit our [WEBSITE](#).